

Multimedia Procedure	Title Area Distribution Center (ADC) and Service Center (SC) Trouble Reports		Procedure Number 158a
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Originating Branch Tax Products Branch	To Be Used By All Division Employees	Approved By John Smith	Date Sept. 2000

Purpose

This procedure is for ADC and SC Personnel to identify and report any quality problems with incoming printed products. All items should be quality reviewed. If there are any printing or packaging related problems, a trouble report Form 4459, IRS Printed Product Trouble Report and GPO Form 1815, Notice of Quality Defects, may be required.

Procedure

Steps Upon Receipt at ADC or SC

A visual sampling of each item received will be done to ensure:

1. Correct pallet size,
2. No carton damage,
3. Cartons are labeled correctly,
4. Correct quantity as labeled,
5. Number of cartons received match shipping invoice,
6. Cartons have sufficient "filler" so they will not collapse under the weight of another carton or pallet,
7. Carton weight should be between 28 and 32 pounds, and
8. Correct catalog number, short title and revision date.
9. Errors less than \$100 should be recorded on a log sheet and e-mailed to **Richard.U.Freeman@irs.gov** at National Office by the first of each month. Estimates should include items such as time spent correcting problems.
10. Errors totaling \$100 or more should be reported on **Form 4459** and e-mailed to GPO and National Office. Form 4459 is a PDF, fillable form which can be filled out online by going to **www.publish.no.irs.gov/catlg.html**. When an error is identified, two sets of Polaroid pictures or digital pictures can be e-mailed, if a scanner or digital camera, respectively, is available, to GPO and IRS along with the complaint. The Quality Assurance Program Manager will provide a monthly status report.
11. Trouble reports that should **not** be faxed into GPO:
 - Internal IRS jobs, i.e. from IRS to IRS (printing plant)
 - Regional GPO Job - Jacket # that begins with 5 or higher
 - Labeling complaints
 - Trouble Reports that cost less than \$100.00 to correct
12. Any of the print quality attribute errors listed below should be reported on **GPO Form 1815** and e-mailed to **nkolovos@gpo.gov**, **jruss@gpo.gov** and **Richard.U.Freeman@irs.gov**. Form 1815 is a PDF, fillable form that can be filled out online at **www.access.gpo.gov/procurement/ditsg/forms.html**.

Extraneous Mark - Undesirable lines, scumming, tinting, wheel marks, oil marks, and ink bleed

Text and Illustration Image Position - Unintentional bleeds, incorrect placement of text, and improper alignment of two page spread, and skewness.

Type Quality and Uniformity - Variation in type density or broken characters.

Trim Size - Deviation specified trim size which is greater than 3/16 of an inch.

Loose cover, Pages and Binding - Any looseness of cover or text, or separation of cover or text from book.

Damaged Pages - Wrinkles, dog eared, and connected or torn pages.

Damaged Edges - Untrimmed signatures, and edges which are feathered, ragged or burred.

Damaged Covers - Wrinkles, cuts and scratches.

Missing Pages

Upside Down Cover

Upside Down Pages

Wrong Pagination

Loss of Information

Steps GPO will take upon Receipt of FORM 4459, IRS Printed Product Trouble Report:

1. Verify if the problem involves one ADC or more.
2. If necessary, wait for original photos from the trouble report.
3. Notify contractor of problem and of requested solution. (If solution is a price reduction, contractor has one week to respond in writing).
4. If complaint needs to be corrected by contractor, make arrangements for the contractor to fix.
5. After evaluating contractors written response write modification for justifiable price reduction.
6. E-mail resolution information, including all supporting documentation, will be sent to IRS Quality Assurance, Richard.U.Freeman@irs.gov and the office(s) who submitted the trouble report. Attached is a list of contacts for those offices submitting and receiving information on trouble reports.

Office	Contact	Email Address	Phone #	Fax #	Address
Quality Assurance Manager (NO)	Richard Freeman	Richard.U.Freeman@irs.gov	202-622-6639	202-622-6629	OP:FS:M:T Room 1231 1111 Constitution Ave. NW Washington, DC 20224
Government Printing Office (GPO)	Nick Kolovos Julie Russ	Nkolovos@gpo.gov Jruss@gpo.gov	202-512-0542	202-512-1343	Stop PPSQ N. Capitol & H Streets NW Washington, DC 20401
EADC	Willie Powe Ricardo Simms	Willie.powe@publish.no.irs.gov Ricardo.simms@publish.no.irs.gov	804-228-3888 804-228-3880	804-228-3889	4300 Carolina Avenue Richmond, VA 23222
CADC	Carolyn Goewey Steven Lyons	Carolyn.Goewey@irs.gov Steven.Lyons@irs.gov	309-662-2446 309-662-2448	309-662-2416	2402 East Empire Bloomington, IL 61799
WADC	Janice Kadlecsek Dorene Boozer	Velta.J.Kadlecsek@irs.gov Dorene.R.Boozer@irs.gov	916-636-7746 916-636-7719	916-636-7770	3041 Sunrise Boulevard Rancho Cardova, CA 95742
Fresno	Jan Douglas Carol Zendejas	Jan.L.Douglas@irs.gov Carol.Zendejas@irs.gov	559-454-6688 559-454-6923	559-456-5557	2628 S. Cherry Avenue Fresno, CA 93706
Ogden	Steve Davis Dave Hadley	Steven.M.Davis@irs.gov Dave.G.Hadley@irs.gov	801-620-6226 801-620-6222	801-620-7182	Clearfield Federal Depot Bldg. C-7 Clearfield, UT 84016
Austin	Gloria De Leon Randy Griffin LC Rivers	Gloria.X.DeLeon@irs.gov Randy.A.Griffin@irs.gov L.C.Rivers@irs.gov	512-460-4643 512-460-8068 512-460-8040	512-460-4645 512-460-7367 "	2021 E. Woodward Street Austin, TX 78741
Kansas City	Cathy Foss Ken Jennings	Cathy.L.Foss@irs.gov Kenneth.E.Jennings@irs.gov	913-438-2375	913-438-2197	15618 W. 99 th St. Bldg. 22 Lenexa, KS 66219
Cincinnati	Brenda Cummins Dennis Mullins	Brenda.L.Cummins@irs.gov Dennis.C.Mullins@irs.gov	859-292-3703	606-292-5740	7940 Kentucky Drive Florence, KY 41042
Memphis	Barbara Meeks Joseph Williams	Barbara.B.Meeks@irs.gov Joseph.L.Williams@irs.gov	901-546-3673 901-546-3671	901-546-3680	5333 Getwell Road Memphis, TN 38118
Atlanta	Vickie Quinlan Don Maloney	Vickie.L.Quinlan@irs.gov Donald.F.Maloney@irs.gov	770-454-1931 770-446-3767	770-454-1969 770-263-7414	2650 Button Gwinnet Drive Doraville, GA 30340
Brookhaven	Laura Bova Dennis Ryan	Laura.J.Bova@irs.gov None	631-758-2175 631-758-2073	631-758-2357	1040 Waverly Avenue Holtsville, NY 11742
Andover	Scott Mahoney Huong Diamantopoulos	Scott.T.Mahoney@irs.gov Houng.L.Diamantopoulos@irs.gov	978-474-5658 978-474-5538	978-474-5379	377 Ballardvale Street Wilmington, MA 01887
Philadelphia	Gerri Kritzer Debra Pendergraft	Geraldine.M.Kritzer@irs.gov Debra.Pendergraft@irs.gov	215-516-2139 215-516-7125	215-516-2637	11631 Caroline Road Philadelphia, PA 19154
Detroit Computing Center	Brian Wischmeyer Maria Flowers	Brian.E.Wischmeyer@irs.gov Maria.Flowers@irs.gov	313-234-1377 313-234-1526	313-234-1537	985 Michigan Avenue Detroit, MI 48226